



City of Wenatchee

Parks, Recreation and Cultural Services Department

1350 McKittrick Street, PO Box 519, Wenatchee, Washington 98807 (509) 888-3284 www.wenatcheewa.gov

REFUND REQUEST

Refund payable to: _____

Mailing Address: _____

City: _____ Zip: _____

Phone: _____ Email Address: _____

Participant/Renter name: _____

Program Name: _____ Program Dates: _____

Facility Rented: _____ Rental Date: _____

Amount paid: _____ Reason: _____

Signature of requesting party: _____ Date: _____

For Office Use Only

Amount paid: \$ _____

How paid: ☐ Cash ☐ Check ☐ Credit Card

Less Administrative fees: \$ _____

Receipt #: _____

Less Prorated Amount: \$ _____

_____/_____=_____x_____
(Registration fees/number of classes = cost per class x classes taken = prorated deduct)

Refund Amount: \$ _____

Transaction Code: _____

Removed from online: _____

Approved By: _____

Approval Date: _____

REFUND POLICIES

1. General Provisions

The following general provisions apply in all instances:

- 1.1 Cancellations by the City due to misuse of a facility or failure to follow facility policies may result in forfeiture of all fees, expulsion from the facility and denial of future use requests.
- 1.2 Refunds are subject to a Processing Fee as established by the City Council in the fee ordinance unless cancelled by the City.
- 1.3 Refund requests must be accompanied by a completed and signed Refund Request Form, copy of original receipt and, if applicable, proof of injury or illness, copy of registration or reservation form indicating the date that the participant withdrew or reservation was cancelled.

Policies continued on back

2. Recreation and Aquatic Program Refunds

To receive refunds for recreational programs, the following criteria apply:

- 2.1 Seven business days or more to program start.
To be eligible for a full refund, a written request must be submitted to the City a minimum of seven (7) business days prior to the scheduled start of the program, or event.
- 2.2 Six business days or fewer to program start.
To be eligible for a refund, a written request must be submitted to the City. Refunds will be issued for 50% of registration fee and will be given only for extended illness or injury. Proof of extended illness or injury is required.
- 2.3 After program start.
To be eligible for a pro-rated refund, a written request must be submitted to the City. Refunds will be available only to those who have missed more than fifty percent (50%) of the scheduled programs due to an extended illness or injury. Proof of extended illness or injury is required. Refunds will be applied for the portion of the program remaining after receipt of the written request.
- 2.4 Drop in Programs.
Participants in one time “drop in” programs are not eligible for refunds.

3. Park Facility Rental Refunds

- 3.1 Park Facility Rentals are not eligible for refunds due to weather, natural occurring factors or other events such as fire unless cancelled by the City.
- 3.2 Twenty one days or more prior to reservation.
To be eligible for a full refund, a written request must be submitted to the City a minimum of twenty-one (21) days prior to the reservation.
- 3.3 Twenty to seven days prior to reservations.
Written requests submitted during this time period will receive a 50% refund for Reservation Fees.
- 3.4 Less than seven days prior to the reservation
Not eligible for refunds.

4. Park Special Event Refunds

- 4.1 Park Special Event Permit applications are not eligible for refunds due to weather, natural occurring factors or other events such as fire unless cancelled by the City.
- 4.2 Forty-Five days or more prior to reservation.
To be eligible for a full refund, a written request must be submitted to the City a minimum of forty-five (45) days prior to the reservation.
- 4.3 Forty-four to thirty-one days prior to reservations.
Written requests submitted during this time period will receive a 50% refund for Permit Fees.
- 4.4 Less than thirty days prior to the reservation.
Not eligible for refunds.

5. Swimming Pool Refunds

- 5.1 Season and half season passes: The amount of the refund will be prorated (weeks/visits) based on the refund request date. Pool passes are non-transferable.
- 5.2 Individual Public Swim Admissions: In the event that City staff closes the pool due to lightning, mechanical or other emergency situations with more than one half of the scheduled swim time remaining and does not reopen the pool, sequentially numbered Rainy Day passes will be issued to guests who have paid for individual swim admissions. Rainy Day passes are valid for the current calendar year only and are non-transferrable.
- 5.3 Pool rentals: Public Pool Rentals are eligible for full refunds in the event that the rental is cancelled by the City for emergency, weather, mechanical or other conditions. Efforts to reschedule the rental will be explored with the guest prior to the issuance of a refund. To be eligible for a full refund, a request must be submitted to the City a minimum of fourteen (14) days prior to the reservation.